

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814

April 15, 1988



ALL COUNTY INFORMATION NOTICE 1-26-88

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: ERROR CORRECTION AND DROPPED CASE FOLLOW-UP

This letter is to provide information regarding changes in follow-up procedures for Federal Quality Control (QC) sample AFDC and Food Stamp error cases and dropped cases. Federal regulations require the correction of individual error cases cited as part of the Federal QC sample. Counties have been submitting completed Certification of Case Correction forms for Food Stamp error cases and AFDC Quality Control Error Correction Follow-up (CA-80) forms for AFDC error cases to the State Department of Social Services Corrective Action Bureau as proof of compliance with this requirement. Further, a recent Federal audit recommended that California implement procedures to ensure appropriate action is taken on dropped Food Stamp Federal sample cases.

In order to meet both these requirements in a more efficient way, we have asked the Operations Assessment Branch to add a new Integrated Review and Improvement Study (IRIS) module covering follow-up on error case corrections and dropped cases. This module became part of the IRIS review procedure effective with studies conducted in January 1988. During each study, IRIS reviewers will now:

- o Review twenty Food Stamp overissuances in the County to verify that these cases have been corrected. Whenever possible five cases will be selected from the Federal QC sample, five from the State QC sample, five from previous IRIS error cases and five from other sources available in the County, and
- o Examine all Food Stamp dropped cases (except in Los Angeles County) identified in the Federal QC sample to determine whether proper follow-up actions were taken by the County. In Los Angeles County, the review of dropped cases will be limited to all cases from those district offices selected for review.

Because follow-up to ensure correction of error cases is now part of the IRIS, you can immediately discontinue completing and submitting Certification of Case Correction forms to document Food Stamp Federal sample and IRIS error case correction activities. You should also discontinue completing and submitting CA-80s for AFDC error cases cited as part of the Federal sample. In addition, since IRIS reviewers will be examining Food Stamp dropped cases as well, you should discontinue sending the Corrective Action Bureau copies of Notices of Action and other documents verifying that appropriate action has been taken. This documentation had been requested in the Request to Terminate a Household for Failure to Cooperate form (EC 195C) sent to you by the Quality Control Bureau.

These new procedures will greatly reduce the amount of paperwork involved in documenting error case and dropped case follow-up. However, since Counties are still responsible for taking appropriate action on these cases, you should implement alternative monitoring procedures to ensure corrections are made in a timely manner. Your Corrective Action Bureau County consultant can assist you in developing appropriate monitoring procedures.

If you have any questions or require any additional information, please contact Leslie L. Frye, Acting Chief, Corrective Action Bureau at (916) 445-4458.


for ROBERT A. HOREL
Deputy Director

cc: CWDA
Corrective Action Coordinators
Quality Control Supervisors